

## ATTACHMENT D

### 1.0 PURPOSE & ASSUMPTIONS

The purpose of this Request for Proposal is to award a contract to one or more vendors for the provision of routine and on-call courier services for the Indiana State Department of Health (ISDH) Laboratories.

**Our highest priority is to get samples to the ISDH laboratories as quickly as possible for testing.**

Sample submitters are located throughout the state. The vast majority of travel will be between the ISDH laboratories and the sample submitter locations identified in Attachment E. Sample submitters may include, but are not limited to: local health departments, hospitals, physician offices, community health centers, veterinary offices and animal shelters, dairy and food processing plants, as well as Department of Correction sites. Though the ISDH made a good faith effort in listing sample submitter locations, Attachment E may NOT contain an exhaustive list of sample submitters. New sample submitting entities may open; sample submitting entities listed may close or move; or, despite our best efforts, a sample submitting entity may have been inadvertently left off of the list. The vendor will be expected to make pick-ups or deliveries as requested. New categories of submitters may be negotiated, if necessary.

The vendor will deliver all samples to the ISDH laboratories. If after business hours, the designated location for sample drop-off will be a location at the ISDH laboratories that is temperature controlled and with secured access. Access to the laboratories will be available 24 hours per day, 7 days per week, for sample drop-off.

Laboratory samples may include, but are not limited to, tubes of blood, dried filter paper blood spots, water containers, culture tubes, human clinical samples, animal heads for rabies testing, environmental samples such as water or soil, as well as various food and dairy samples. Clinical supplies or other items may also be transported, such as laboratory requisition forms, patient test reports, vaccine, or sample transport kits.

The vendor will be expected to designate one person as the primary contact for ISDH.

Unless otherwise specified herein, the vendor shall furnish all material, fuel, labor, facilities, vehicles, and equipment necessary to perform the services required herein.

### 2.0 SCHEDULING

Sample pick up shall occur during normal business hours, approximately 8:00 AM to 5:30 PM, Monday through Friday, or at other times mutually agreeable to the vendor, ISDH, and sample submitting facility.

**Afternoon, late-day pickups are required for regular (scheduled) pickups.**

The vendor shall pick up laboratory samples and deliver them to the ISDH laboratories by no later than 7:00 AM the next morning. For example, all samples picked up at submitting facilities on Monday shall be delivered to the ISDH laboratories either on Monday or no later than 7:00 AM Tuesday morning.

Submitting facilities not requiring regular, scheduled pickups will utilize vendor services on an on-call basis. The sample submitter will call the vendor for sample pick up. The vendor shall provide a telephone number for pickup requests and provide telephone coverage from 8:00 AM to 5:30 PM, Monday through Friday. The vendor may additionally provide an online interface for pickup requests. Sample pickups requested before 1:00 PM shall be picked up the same day and delivered to the ISDH laboratories no later than 7:00 AM the following day. Sample pickups requested after 1:00 PM may be picked up the following business day, though pickup that afternoon would be preferred.

In the case of an outbreak or environmental incident, on-call services may be extended to Saturday and Sunday and the ISDH laboratories would be open to accept deliveries. (Note: Sample submission for the 2009 H1N1 pandemic does NOT necessitate this type of service extension.) Such pickup requests would be by ISDH request only, not sample submitters. The vendor shall provide the ISDH with a mechanism for requesting weekend courier services.

If circumstances prevent a driver from picking up samples or delivering samples to the ISDH laboratories within the parameters specified herein, the vendor shall immediately notify ISDH of such circumstance and identify the action(s) that will be taken to address the matter as well as provide the anticipated pick up or delivery time.

Sample pickup is not required on holidays observed by the State.

### 3.0 TRANSPORT

Sample submitters are responsible for knowing temperature requirements, for packaging samples appropriately, and for knowing the types of samples that the ISDH will accept for testing. Only packages bearing the name and address of the sender should be picked up.

The vendor shall advise the State of any vendor-specific minimum sample packaging requirements.

The vendor must be able to protect samples from temperature extremes so that the environmental condition within the packaging is maintained over the length of the transport period. The sample submitter is responsible for appropriately labeling containers (e.g. – “Do not refrigerate” or “Keep frozen”). The vendor shall maintain the sample transport containers at all times in a controlled environment in which the temperature remains between 4 and 8 degrees Celsius (between 39.4 and 46.4 degrees Fahrenheit), unless otherwise specified on the sample packaging. The vendor is responsible for providing the sample transport containers (e.g. – coolers, reusable cooling packs, etc.). The vendor shall secure all sample transport containers against movement, including relative motion

between containers, at all times within the vehicle in which they are being transported. If dropped after hours, the transport container(s) (e.g. – the coolers) should be left and swapped out.

#### 4.0 RECORDKEEPING

The vendor is responsible for maintaining a daily log where the vendor shall document each location where laboratory samples were picked up. If for some reason samples were not available for pickup, this should be documented as well. The daily log must include the pickup/drop off location, date, the number of containers picked up/dropped off, and the actual time of pickup/drop off. The vendor shall submit the daily log to the ISDH laboratories by 7:00 AM. The log submitted at 7:00 AM shall reflect pickups made the previous day. An electronic log is preferred, but not required.

The vendor shall propose a format for the daily log which must be approved by the ISDH prior to implementation.

The vendor shall provide each facility with a receipt indicating the date and number of containers picked up from or dropped off at that facility.

At times, chain of custody protocols will be required. Accompanying forms must remain with the samples through transport and be signed by each entity in possession of the samples. If containers are delivered to the ISDH laboratories after business hours, the vendor will notate on the form that samples were left in the secure drop-off location and lab staff would take possession of them at the beginning of the next shift.

#### 5.0 SAFETY

The vendor shall ensure that all drivers performing services under this contract receive training on the OSHA Blood Borne Pathogen Regulation and are trained and certified to meet current DOT regulations for ground transportation. DOT certification is required for the transport of Class 6, Division 6.2 Infectious Substances.

#### 6.0 PROPOSAL REQUIREMENTS

In addition to the appropriate acknowledgment of compliance with and detailed responses to the abovementioned requirements, the vendor shall:

- Identify and describe methods of operation that will be used to provide statewide (near) same-day delivery of lab samples and supplies.
- Identify a process that maintains the integrity of samples throughout transport.
- Identify a quality control system.

- Demonstrate an ability to track pickups and deliveries. (Electronic tracking is preferred but not required.)
- Describe customer service related policies and procedures.
- Provide an implementation plan.
- Describe required driver training, qualifications, and on-boarding criteria.
- Describe how routine and urgent information is communicated to drivers.